

FIG. 1

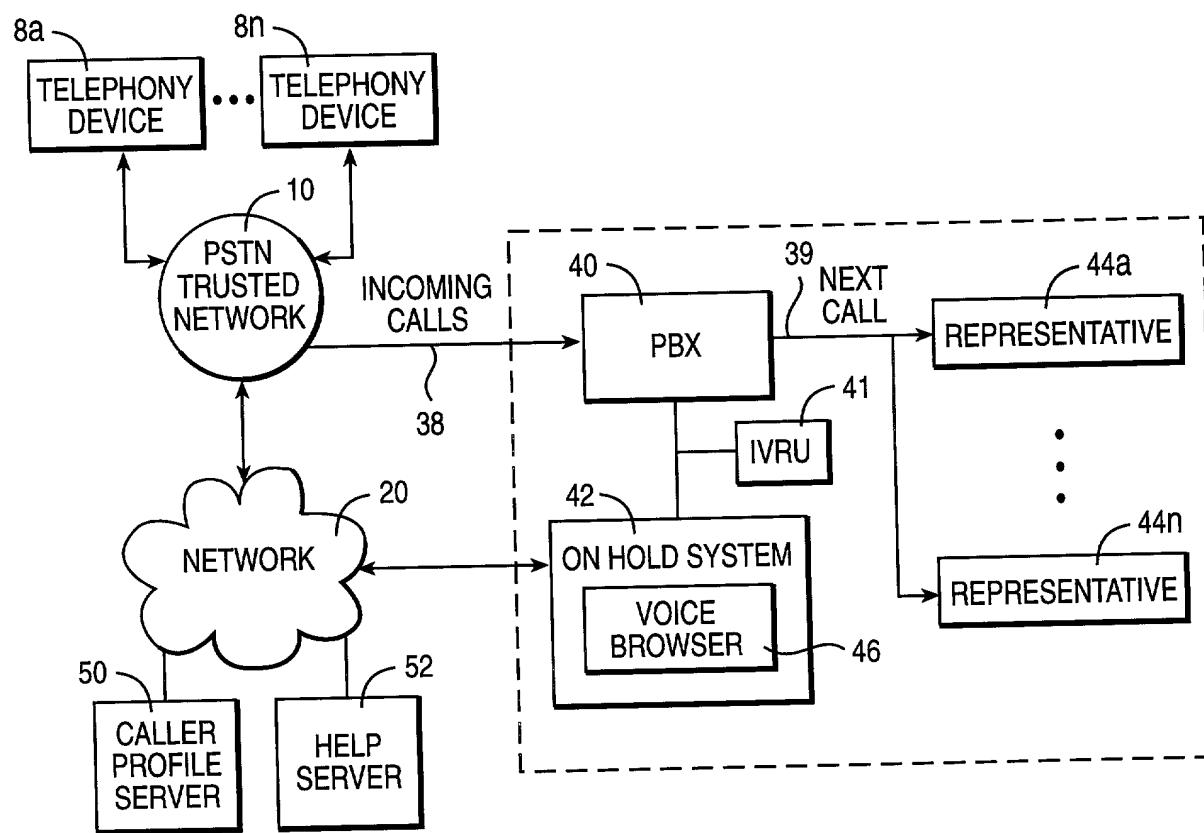


FIG. 2

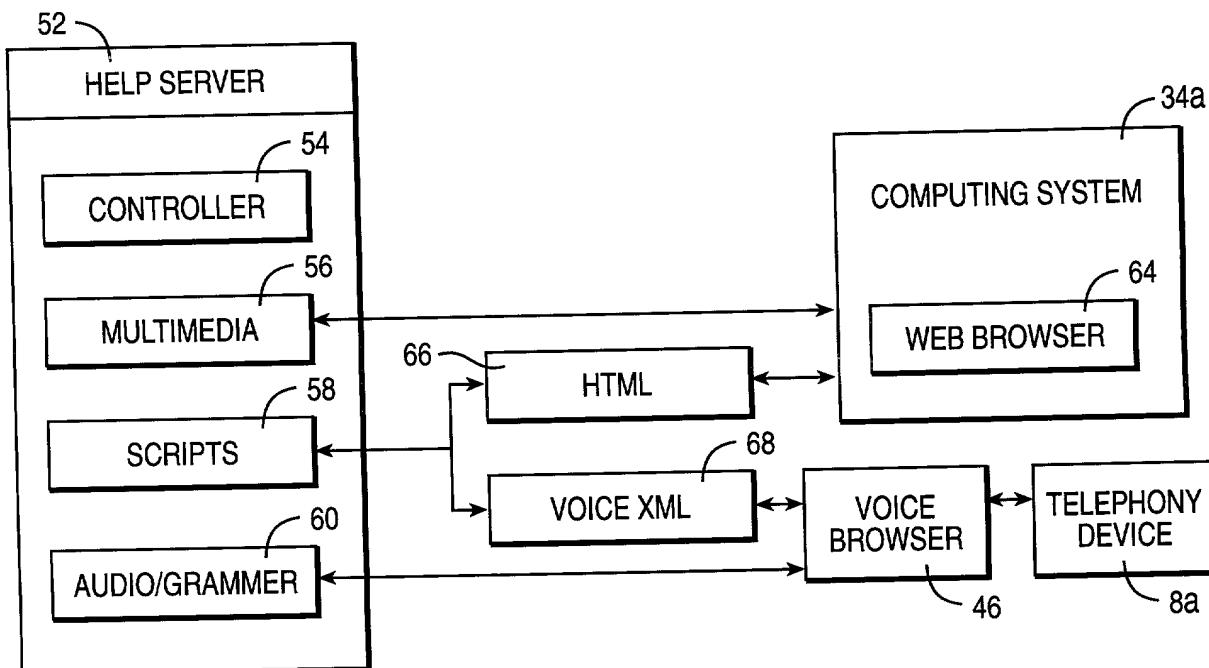


FIG. 3

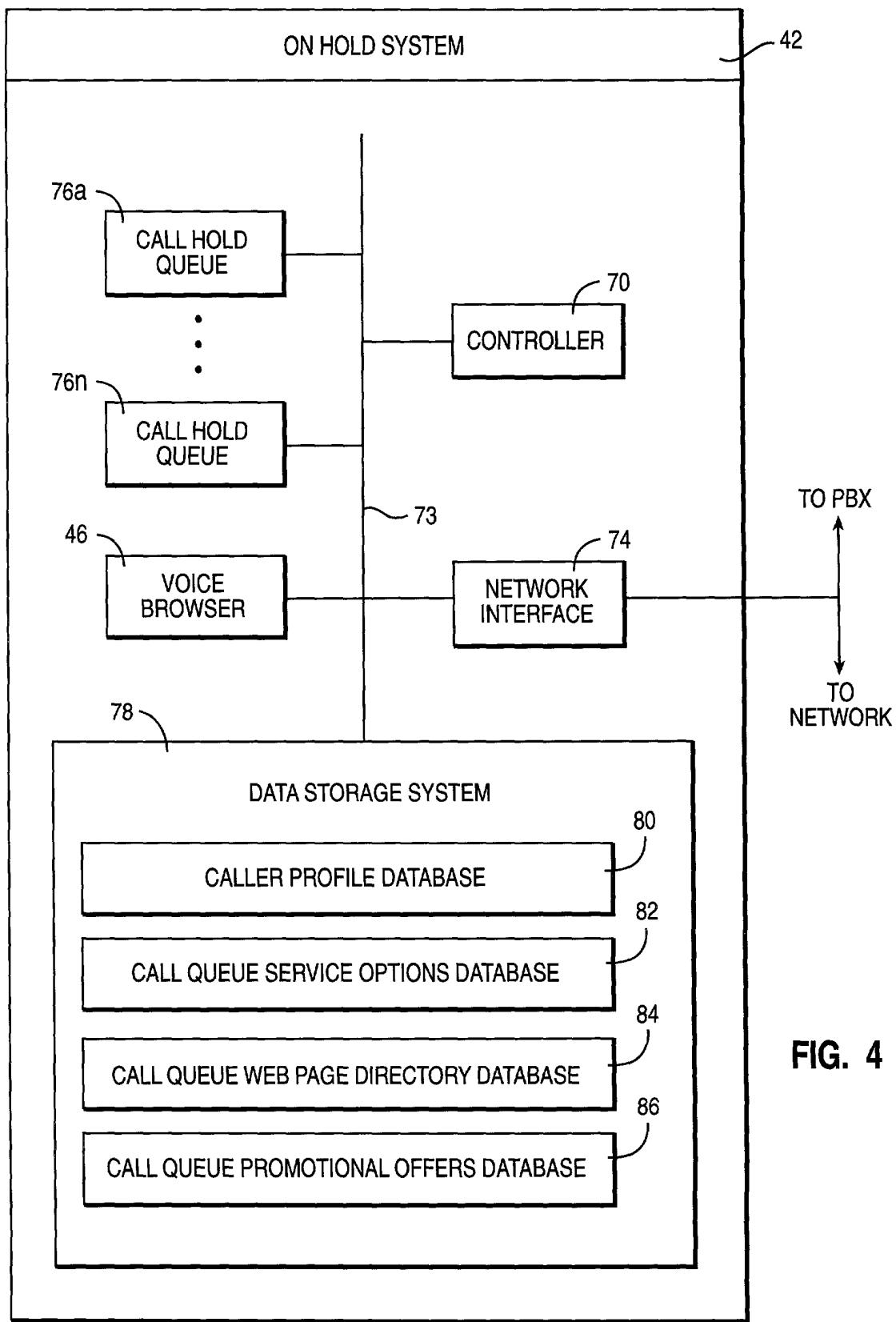


FIG. 4

CALLER PROFILE

90

**VID - JANE SMITH 500-00-000**

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK

NEWS PREFERENCE : HEADLINE NEWS

AGE : 30

SEX : F

EDUCATION : COLLEGE

OCCUPATION : ADVERTISING

SPECIAL NEED : NONE

GEOGRAPHICAL REGION : 12

PRODUCTS:

COMPUTER A; APPLIANCE B; CABLE SERVICE C

MONTHLY WAIT HISTORY :

30 MINS CLASSICAL MUSIC, SONGS A-G

20 MINS HEADLINE NEWS, CNN

40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US

50 MINS SURVEY, POLITICAL VIEWS ON SPORTS

5 MINS LIGHT ROCK MUSIC

10 MINS SPORTS NEWS

CURRENT WAIT HISTORY

20 MINS QUEUE 1      -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG

2 MINS QUEUE 3      CURRENTLY ON HOLD

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 10 MINUTES

LONGEST TIME: 30 MINUTES

SHORTEST TIME: 2 MINUTES

ON HOLD POINTS = 20

MEMBERSHIP POINTS

COMPANY A - 200

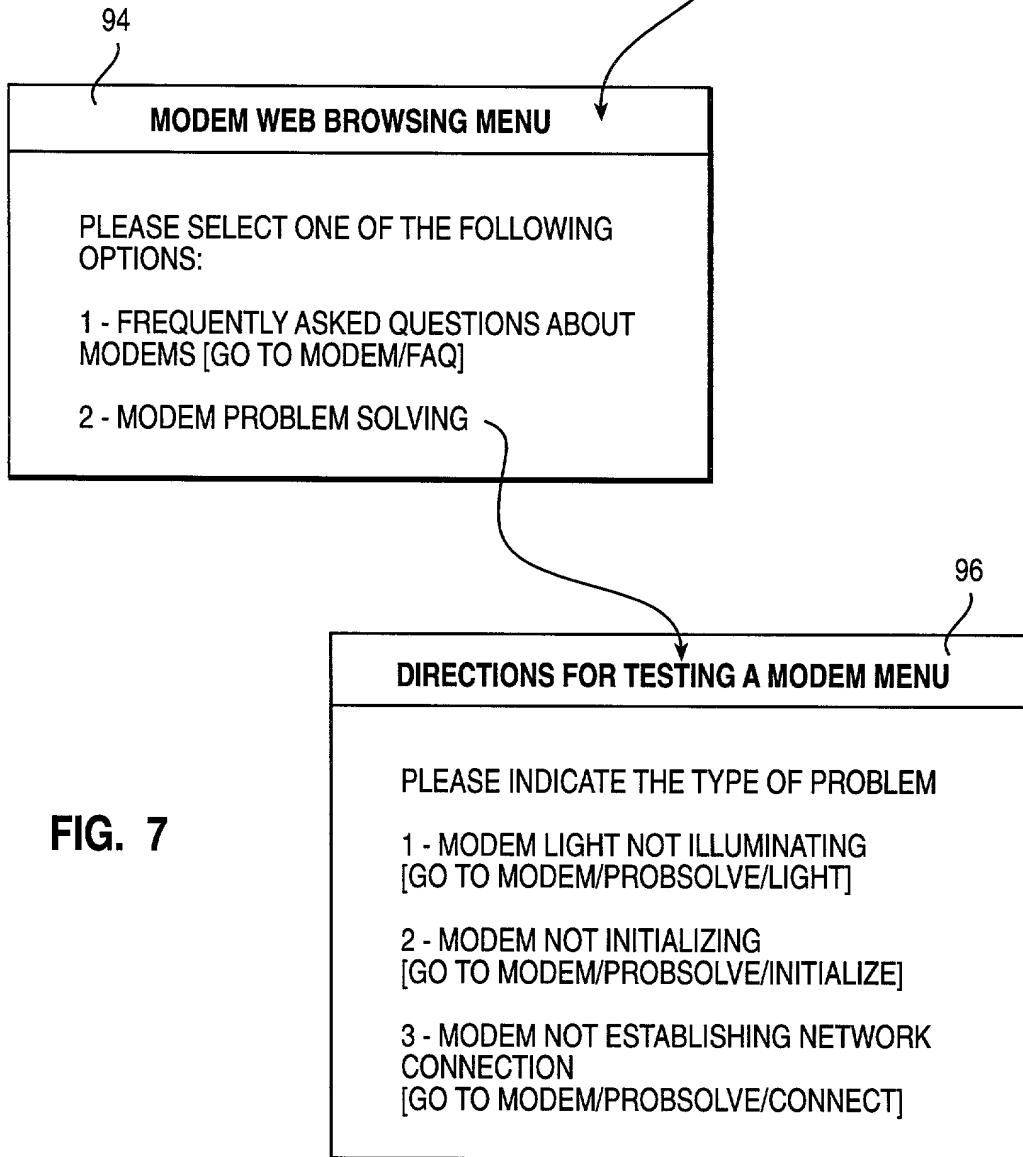
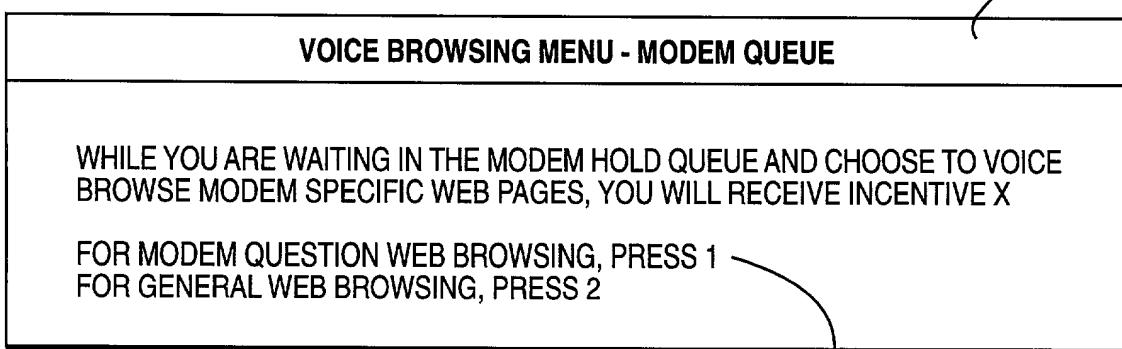
COMPANY B - 300

COMPANY C - 100

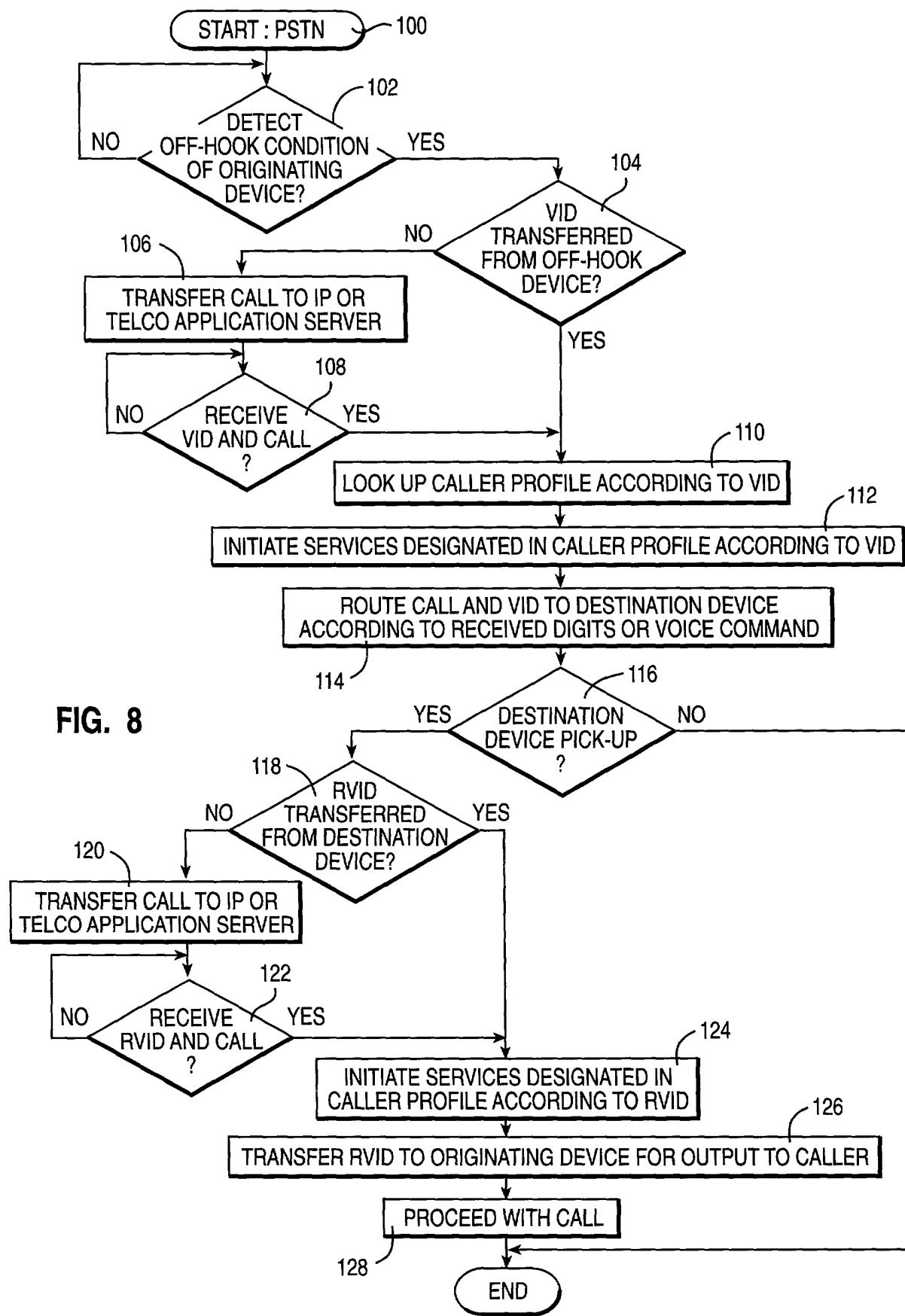
**FIG. 5**

CALL QUEUE WEB PAGE DIRECTORY DATABASE			
HELP	MODEM		
	TYPE A		
	FAQ	→ MODEM/TYPE A/FAQ	
	PROBLEM SOLVING		
	LIGHT	→ MODEM/TYPE A/PROBSOLVE/LIGHT	
	INITIALIZING	→ MODEM/TYPE A/PROBSOLVE/INITIALIZE	
	CONNECTION	→ MODEM/TYPE A/PROBSOLVE/CONNECT	
	TYPE B		
	•		
	•		
	•		
AB	NEW PRODUCT A		
	GEOGRAPHICAL REGION 1	→ PRODUCTA/REGION1	
	GEOGRAPHICAL REGION 10	→ PRODUCTA/REGION10	
	•		
	•		
	•		
EXT	ACCESSORY A - ACCESSORY TO PRODUCT C		VENDOR 0010
VENDOR			
AB	FEMALE	→ VENDOR 0010/ACCESSORY A/ON HOLD/FEMALE	
	MAIL	→ VENDOR 0010/ACCESSORY A/ON HOLD/FEMALE	

FIG. 6



**FIG. 7**



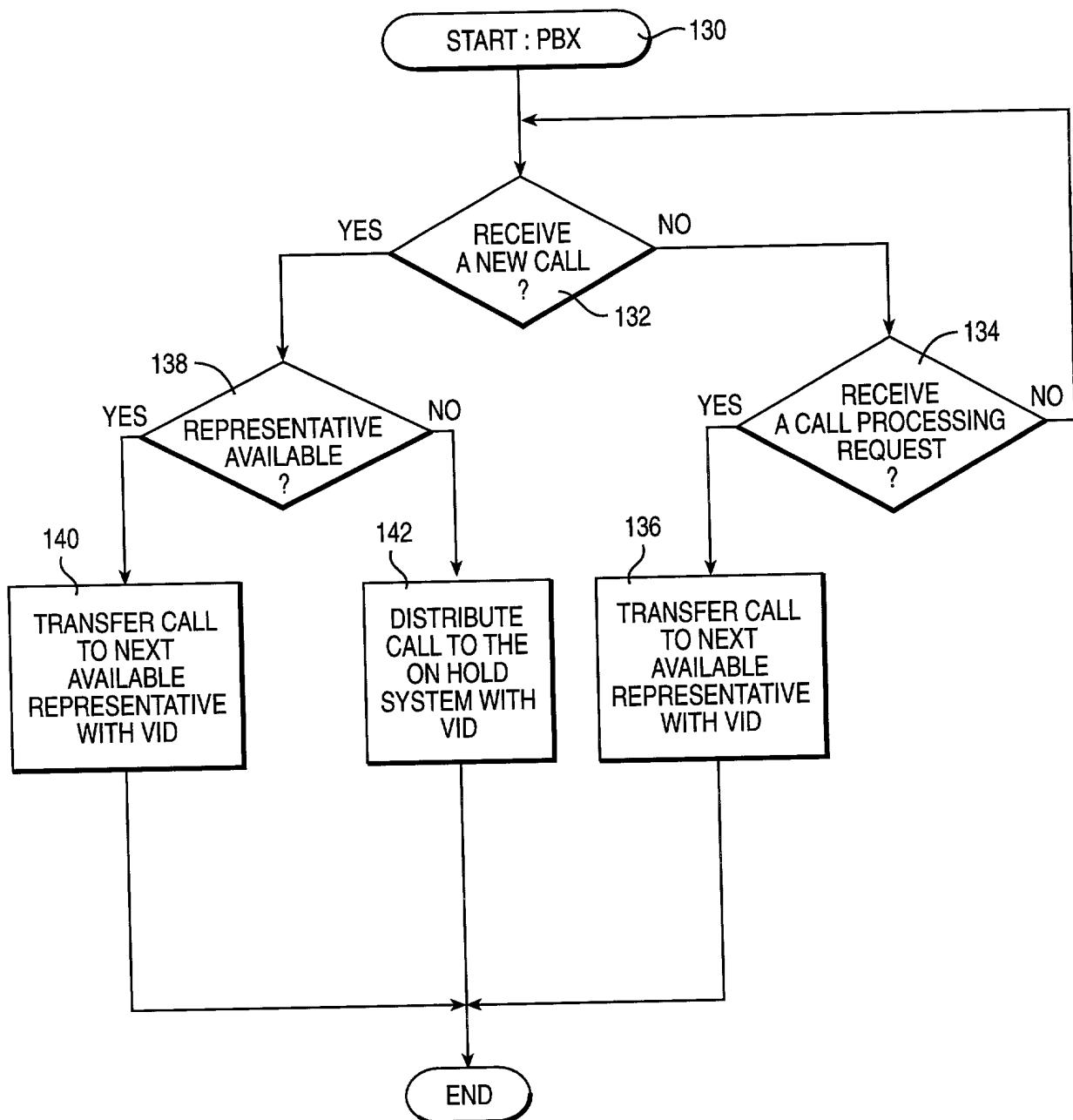


FIG. 9

FIG. 10

